



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER 908

DATE: May 24, 2010

TO: Iowa Home Health Agency Providers

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: OIG Review and Findings

The Iowa Medicaid Enterprise has received the final Office of Inspector General (OIG) reports on the review of home health services provided to Medicaid members from April 1, 2008 through March 31, 2009. The final reports can be located at: <http://oig.hhs.gov/oas/cms.asp>.

The following issues were identified with disallowances and recoupment. The OIG extrapolated the disallowance so the recoupment relates to the entire billed amount for the time frame not just the claims audited.

- Plan of Care issues (Unauthorized Services):
 - 1) Services were billed after the end date of the plan of care.
 - 2) Aide services were billed when the services were not authorized on the plan of care.
 - 3) More services were billed per day, week, or month than authorized on the plan of care.
 - 4) Services were billed when the physician had ordered the service be terminated prior to the date of service.
- Unsupported Services
 - 1) Services were billed with no documentation of the service in the record.
 - 2) Services were billed when the member refused or declined service on that day.
 - 3) Services were billed even though the documentation says the member was not there.
- Two visits were billed when there were not two separate encounters. It was only one visit.
- Aide services were billed when only housekeeping was documented
- The wrong program was billed. Should have been billed as HCBS waiver services.
- Services were billed when the service was provided at someone else's home not the members. The services must be provided in the member's home unless it is private duty nursing services that are prior authorized (PA).

The majority of the findings were unsupported services. Medicaid was billed for services that were not documented. The annual training will cover these findings in more detail. Please refer to Informational Letter 900 regarding Annual Provider Training 2010. The ONLINE Annual Training Registration Form can be found at <http://www.ime.state.ia.us/Providers/ATRegistration.html>. Please consider attending one of the home health sessions.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or locally (in Des Moines) at 515-256-4609, or by e-mail at imeproviderservices@dhs.state.ia.us.